

Thanks for your feedback on

Community Satisfaction Survey

The annual Victorian Community Satisfaction Survey results are out and Monash has recorded an excellent result for overall community satisfaction.

Council scored 73 for overall satisfaction, significantly higher than the 2019 metropolitan Melbourne average benchmark of 69.

High scores were also achieved for community satisfaction with governance and leadership, averaging a score of 73 for five key aspects:

- **Maintaining trust and confidence of the local community (73)**
- **Community engagement and consultation (73)**
- **Making decisions in the interest of the community (72)**
- **Responsiveness to local community needs (72)**
- **Representation, lobbying and advocacy on behalf of community (72).**


(Read more on pg 2)





NEXT COUNCIL Meeting

The next Council Meeting will be held on **Tuesday 24 September** from 7pm, at the Monash Civic Centre (293 Springvale Rd, Glen Waverley). The meeting's agenda will be published on Council's website from 5.30pm on **Thursday 19 September**.


Monash residents and ratepayers can ask questions at the meeting, with questions to be submitted to Council by 2pm on Tuesday 24 September. If you're unable to attend, you can watch from home:

 webcast.monash.vic.gov.au or watch previous meetings.

For more info:  9518 3555
 www.monash.vic.gov.au/meetings


Monash Civic Centre

 293 Springvale Road
Glen Waverley

 8.15am to 5.15pm (Mon to Fri)

Oakleigh Service Centre

 3 Atherton Road
Oakleigh

 8.15am to 5.15pm (Mon to Fri)

 9518 3555  9518 3444

 mail@monash.vic.gov.au

 www.monash.vic.gov.au

National Relay Service

(for the hearing and speech impaired) 1800 555 660

Language Assist

普通话 9321 5485



Ελληνικά 9321 5482



廣東話 9321 5481



සිංහල 7005 3002



Italiano 9321 5483

हिंदी 7005 3000

Việt Ngữ 9321 5487




தமிழ் 7005 3003




සිංහල 9321 5484

Bahasa Indonesia 7005 3001

We welcome your feedback about the Monash Bulletin:

 9518 3678

 joanne.robertson@monash.vic.gov.au

SPORTSGROUND investment

Council is investing in \$1.2m in improvements to the Princes Highway Reserve West Oval.

These works are an exciting project for the local sports clubs and park users, ensuring the ground remains usable and in good condition throughout the winter months. The works will significantly improve drainage and drought tolerance with the installation of the new turf surface and a highly efficient irrigation system.

The improvement works include:


- » removal of the existing turf surface
- » addition of a sand profile and re-levelling of the surface
- » new drainage and irrigation system
- » installation of new warm season grass
- » new coaches boxes and synthetic grass pads.

Works will begin in September 2019. The pitch upgrade and associated works are expected to take around four months to complete.



However, the upgrade will require the ground to be closed for up to 12 months while these improvement works take place and the grass established. The area will be fenced off until April 2020.

There will be no access to the west sportsground during this period and limited access to car parking. The Princes Highway Reserve East sportsground and surrounding areas will remain open as normal. The ground is expected to be available for formal sport usage from September 2020.

For more info: Recreation Services
 9518 3005

 recreation@monash.vic.gov.au

Community Satisfaction Survey (Cont.)

The results show that Council is performing very well in the key areas of libraries (85), waste management (84) and customer service (78).

These scores were given as part of the 2019 Community Satisfaction Survey, an annual face-to-face survey of 800 randomly selected Monash residents. The survey helps Council identify services that need to be improved and areas where we are not meeting the community's expectations.



The areas identified by residents surveyed as needing attention are car parking, traffic management, street lighting, street tree maintenance and urban planning.


We are keen to hear from residents who have concerns

about lighting in their streets so we can send our team out to assess and resolve any issues.

The results also identified a decline in residents feeling connected to their neighbours. We are working on projects to increase connectedness between our residents and will share more on this project soon.

We will continue to work towards improving our services and reaching higher standards. Thank you to those who took part in the survey for your valuable feedback.

For more info:  9518 3678
 www.monash.vic.gov.au/surveyresults

To report lighting issues:
 9518 3459

MESSAGE FROM Mayor Shane McCluskey

Council regularly engages with our community in a number of ways, including regular Listening Posts, consultation on specific items and issues, engagement at events and festivals, as well as face-to-face interviews as part of Community Satisfaction Survey. We are thrilled to rank equal highest (alongside two other Councils) of those who participated in this survey.

The early indicators from this year's Community Satisfaction Survey have shown that our community is very satisfied with some of the areas of core business such as waste, recycling and the quality of maintenance of parks and reserves. One of the issues the community thought needed addressing was in relation to lighting. You will see elsewhere in this edition an example of how you can assist Council in identifying areas of particular concern which may require increased or enhanced lighting quality. I would encourage you to let us know if you have some ideas in that space.


In partnership with Sustainability Victoria and Monash University, Monash Council hosted a "War on eWaste" forum which included an engaging and educational presentation by the ABC's War on Waste program host Craig Ruecassel. It was an amazingly successful night with more than 1,000 people in attendance, who all walked away more educated and motivated about the war on ewaste and how we can all recycle better. Huge thanks to our sustainability team at Monash who orchestrated such a successful event.

It was my great pleasure to visit Joyce Adams last week in order to help celebrate her 100th birthday. Joyce has been a long-time resident of Monash and still enjoys excellent health. Joyce was very proud to show off her letters from Her Majesty the Queen, the Prime Minister and various members of State and Federal Parliament. Joyce absolutely loved the bunch of flowers I presented to her on



behalf of the Monash community. I am truly fortunate to be able to represent our city as Mayor and occasions such as Joyce's 100th Birthday celebrations are priceless.

Feel free to contact me on:

 shane.mccluskey@monash.vic.gov.au

 0466 345 406

 [crshanemccluskey](https://www.facebook.com/crshanemccluskey)

GREEN SHOOTS program enriching Monash

Monash has a rich bushland and leafy environment that is highly valued by our residents. Trees and green space provide clean air, cool our environment and retain water in the soil.

The Green Shoots Program helps residents connect with nature, improve and increase awareness of biodiversity and appreciate the value of trees. It delivers actions from Council's Urban Biodiversity Strategy.

The program was developed in response to a high level of interest from

residents keen to help protect, improve and experience the local natural environment. The program includes the popular Skink Link Project at Scotchmans Creek in Oakleigh which is creating new habitats for skinks. Our invitation to the community to help build the habitats has been enthusiastically embraced with residents keen to contribute through planting, picking up litter and weeding. Two Skink Link lounges have been constructed and local students have propagated seeds from a very old remnant Red Gum tree and planted them back in the creek environment. Interpretive signs have been installed from Warrigal Rd to Huntingdale Rd. Many are enjoying wandering along the creek, learning about the local environment and looking out for wildlife.




GREEN SHOOTS
MONASH COUNCIL

Since 2016, more than 100 residents have joined the Monash Gardens for Wildlife program. Workshops are run by our Bushland team and we provide free indigenous seedlings for gardens. Schools have joined in to increase the vegetation on their school grounds. These gardens are vital stepping stones for wildlife, creating corridors as they travel between bushland and parks.

Our new volunteer Garden Guides will be visiting participants' gardens to provide individual support and advice on how to create a habitat garden. Council is also collaborating with the local residents of Glen Tower Drive to create a Garden for Wildlife in the road reserve for both people and wildlife to enjoy.

For more info:  9518 3555

 SMLT@monash.vic.gov.au



TENDERS awarded

One of the most important services Council provides is our kerbside collection of garbage, recycling and garden waste bins.

We've recently completed a tender for the bin collection service. Council has engaged Rico Enterprises Pty Ltd (trading as Solo Resource Recovery) to provide this service under a new seven year contract from April 2020.

The agreement includes: use of vehicles which meet EURO6 standards to reduce vehicle emissions; an education fund to support community education to improve service outcomes; delivery of a kitchen caddy to all Monash properties with an existing garden bin prior to the introduction of a

food waste in green bin service in July 2020; and bin collections and transportation to recycling and disposal facilities.

The contract will also include social and sustainability outcomes, including the employment of one full-time person from a socially or economically disadvantaged background.

The new three year contract will start on 1 October 2019. Council has also awarded the tender for its Meals on Wheels service to Lite n' Easy (Victoria) Pty Ltd to provide and

deliver up to 1,000 meals weekly to residents using this service.

Monash and Knox Councils have undertaken a collaborative tender for this service, saving on costs. The previous contractor to Council for this



service, iCook Pty Ltd, was unable to provide meals towards the end of its contract in February 2019 and an alternative provider was required at short notice.

Lite n' Easy was engaged by Council to provide an interim service whilst a new tender was put in place.

All food is delivered by Council staff and volunteers to residents' homes.

For more info: ☎ 9518 3555

For our waste tender:

🌐 www.monash.vic.gov.au/Tender-for-Kerbside-Collection-Services

For Meals on Wheels:

🌐 www.monash.vic.gov.au/New-tender-for-Meals-on-Wheels

MONASH Mini Maker Faire

The Monash Mini Maker Faire is a FREE event for makers, families and other curious minded people inspired to make, invent & create.

Under the global 'Makers Faire' banner, Monash Council is hosting the first Monash Mini Maker Faire, in partnership with Monash Tech School and with support from Monash University.

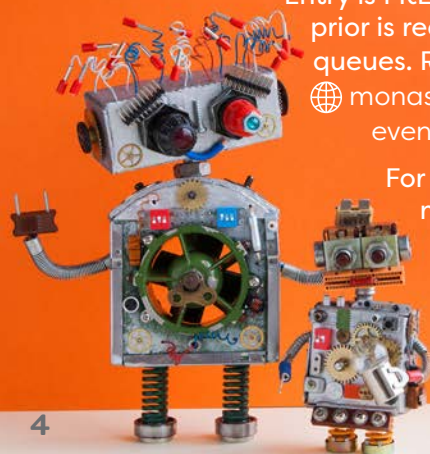
Come join us for a day of interactive fun on Sunday 1 December from 10am-4pm at Monash University Clayton Campus.

This event brings together community and student artisans, hobbyists and inventors, to exhibit and celebrate their creativity, craftsmanship and technology, alongside key corporate sponsors supporting our community of innovators.

There will be opportunities to make items yourself, try out your skills, watch demonstrations, view new technologies and equipment, and learn. And of course, it wouldn't be a 'faire' without food vans too!

Entry is FREE but registration prior is recommended to avoid queues. Register to attend: 🌐 monashmakerfaire2019.eventbrite.com.au

For more info including maker registration and sponsorship opportunities: 🌐 monashmakerfaire.com



Transfer Station works

We are replacing the fence at the Monash Transfer Station in Ferntree Gully Road (Notting Hill) during September.

The transfer station will remain open every day (7.30am-4pm) and traffic management will be in place to guide people around the site. The old western and northern perimeter fences will be removed and a new fence constructed in October. We anticipate there may be some delays for visitors but we will be working to minimise these as much as possible.

As part of this project Council will also be removing 20 trees that have been inspected by our arborist. While a number of the trees are being removed to accommodate the fence project, many are not in optimal condition.

When the new fence is in place, 28 new trees will be planted in the transfer station to replace trees removed. The species, *Syzygium austral* ST2, has been chosen for its screening and maintenance properties.

For more info: ☎ 9518 3774

BETTER APPROVALS here at Monash

Faster permits for local businesses are here following the introduction of the Better Approval Process, cutting business permit processing times.

The project was introduced following a Victorian Government small business review highlighting that one of the significant hurdles for business success was the cost of the time taken to secure the relevant permits. As a result local Councils have reviewed and streamlined their existing processes.

A new process has been designed to provide a single application form, as well as a supportive service to streamline the existing practices.

This new process is particularly helpful where more than one permit is required. For example, a new café may require planning, building, health and footpath trading permits. These are all managed through different teams and have varying legislation behind them. The new online single application form, and supporting in-house coordination provides time and cost savings to business operators.

These new services will be of particular advantage to businesses who have not previously managed such applications.

This is just another way that Council is supporting local business and the provision of local jobs.

For more info: ☎ 9518 3555

🌐 www.monash.vic.gov.au/business-permits

FOCUS on our Seniors

Our new Positive Ageing Lifestyles (PALS) booklet is out now and includes lots of free and low-cost events for older people who live or work in Monash or just enjoy visiting our municipality.

The September to December issue also has lots of information about The Victorian Seniors Festival, held during October.



MONASH ARTS on show @ expo

Monash has a thriving and passionate creative community and the Monash Community Arts Expo is all about promoting and celebrating the arts in Monash.



This free event on Sunday 6 October will showcase local artists and art groups based in Monash who work in art forms including (but not limited to) visual arts, textiles, ceramics, dance, music, photography and community theatre.

But you don't need to be an artist to get involved! Come along and meet local creatives leading one of the many free activities, workshops or arts demonstrations. There's something for all ages and skill levels.

Entertainment will be provided throughout the afternoon by local musicians and performers, while The Black Dog community art exhibition will feature in The Track Gallery. These artworks showcase creativity as a powerful source of healing during periods of depression and anxiety.

Get into character with the Encore Theatre costume box and snap a photo of yourself using the hashtags #ThisIsMonashArts #MonashArtsExpo to share your experience.

There's plenty to try and learn at the event, held at the Mount Waverley Community Centre, 45 Miller Crescent, from 11am-2pm.

For more info: ☎ 9518 3636 📧 events@monash.vic.gov.au

The festival celebrates the more than a million Victorians aged 60+ who make such a valuable contribution to our society. The extensive program offers movie sessions, a Big Band dance, live theatre, music, and information sessions, with something for everyone.

Highlights include a day trip by bus to Gumbuya World featuring a special wildlife presentation on Monday 28 October, an Elvis tribute show on Thursday 17 October and the Sing Australia choir performing on Thursday 31 October.

During the festival the State Government is providing free public transport for Victorian Seniors Card holders from 6-13 October.

For more info to receive the PALS booklet:

☎ 9518 3555 or 📧 PALS@monash.vic.gov.au

🌐 www.monash.vic.gov.au/seniors-festival

You can also pick up a free Seniors Festival booklet at our libraries.

COUNCILLOR NEWS

Cr Stuart James

Investing in sporting facilities and park upgrades was one of my promises for this Council term. I am proud of the investments in a number of upgrades that have occurred in the Oakleigh Ward over the past few years. A brand new playground has been built in Samada Street, Notting Hill and we have upgraded the playground in Catherine Avenue, Mt Waverley. We have also just approved tenders for the redevelopment of playgrounds at Melissa Street and Evelyn Street, Clayton, with construction to commence shortly. The jewel in the crown, however, is the recently opened Galbally Reserve in Hughesdale where Council spent almost half a million dollars building an amazing new play area. The first ever expression swing set in Monash was part of the Samada




Street concept and we have included this amazing play piece at Galbally Reserve. If you haven't been down there to check it out, make sure you put it on your list. My daughters love playing on it (see left).

I was also incredibly pleased to see two big ticket items approved in this year's budget including \$1.2m for the redevelopment of Princes Highway Reserve West (Oakleigh East). If I'm to be honest, the ground is an embarrassment and in desperate need of this work. Along with recently installed lights and a relatively new pavilion, this will be the final piece of the puzzle. Down the

road at Scammell Reserve, Council approved my budget bid for funding to upgrade the lights at the ground to go with the amazing \$2.4m pavilion that was opened last year. These two sporting grounds will be areas that residents can be very proud of and the envy of many.

In November 2017, I updated you on another key commitment I made to assist parents dealing with social isolation issues following the birth of their children. After many discussions with officers, the Cabena Street Playgroup emerged as an informal drop-in centre for parents, grandparents, carers and children to socialise and share their experiences. The success of this playgroup has been astronomical, with more than 400 families visiting each week. Late last year, Council approved a motion to open a second centre in Glen Waverley and it has quickly become just as popular. We are also running specialist programs at the centres to help parents with a variety of issues such as anxiety, mental health concerns and the challenges of being a single parent. It is undoubtedly the initiative of which I am most proud to have championed. If you are a carer or have young children, or grandchildren, I urge you to take the time to visit the centres.

Feel free to contact me on:

 Stuart.James@monash.vic.gov.au  0413 184 250

Your COUNCILLORS



You can contact Councillors via phone or email. Letters can be mailed to:
PO Box 1, Glen Waverley 3150

Glen Waverley Ward



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Cr Rebecca Paterson
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Cr MT Pang Tsoi
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Mulgrave Ward



Cr Robert Davies
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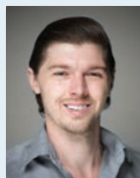


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Oakleigh Ward



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Cr Stuart James
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Cr Theo Zographos
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www.monash.vic.gov.au/subscribe
- » **Weekly events email:** Get a weekly alert about upcoming events: www.monash.vic.gov.au/events
- » **Speak another language?** If you would like to receive Council information in a language other than English, register your details www.monash.vic.gov.au/my-language

WORK PROGRESSING on Oakleigh Rec Centre

Demolition works on the interior of the Oakleigh Recreation Centre are well underway as the \$24.4M redevelopment progresses.

The works so far have included the removal of the former Oakleigh Tennis Club facility and courts with excavation works started, demolition of internal areas that will become the stadium space and construction of benches in the stadium area. The relocation of the tennis club has freed up space for the recreation centre expansion to take place. Eight new synthetic grass courts were installed at Caloola Reserve as the new home of the expanded Oakleigh Tennis Club (formed as a result of a merger between the Oakleigh and the North Oakleigh Tennis Clubs).

The outdoor pool and facilities at ORC will reopen for the 2019/20 summer season from 6 November 2019. However, there will be changes to on-site parking as space is limited whilst the redevelopment is taking place. Wayfinding signage will be installed to help people access the aquatic facilities during construction.

The redevelopment will transform the existing centre into an outstanding integrated multi-purpose sports precinct, featuring:

- » Five new indoor basketball courts (also catering for netball and volleyball)
- » Improved gym and group fitness areas
- » Conversion of the existing stadium to a regional gymnastics facility for the Waverley Gymnastics Club.

Construction is expected to be completed by October 2020.

For more info:

www.monash.vic.gov.au/Council-Projects

CLEAN UP in Clayton

Monash Council has been actively working with the residents of Clayton in the areas surrounding Monash University to improve waste and recycling practices. This has been in response to residents' concerns about the perception of safety in the area and general amenity issues.

In Clayton, illegally dumped waste across nature strips and footpaths, litter strewn across private and public land, overflowing bins or bins left out on nature strips for weeks is becoming more common and contributing to residents' concerns.

Council's Sustainability Team has collaborated with Monash University's Sustainability Team on the Clayton Zone Project, to improve waste and recycling, reduce illegally dumped waste and improve bin use.

This project began with funding from Sustainability Victoria's Litter Innovation Fund, which funded a student hard waste collection. Council has employed two Monash University students, who have been inspecting and auditing properties collecting data relating to litter, illegally dumped waste and kerbside collection issues. This data has been used for an education program which includes information cards placed underneath residents' doors along with tags placed on the handle of bins containing incorrect items. Council is also working closely with residents whose bins remain out after collection as Local Law number 3 requires bins to be returned to the property after collection.

Council will continue to work with residents on the correct way to reduce household waste and increase their recycling, along with returning bins to their properties after collection. The next phase includes further education and working with properties.

Council will be issuing warnings and infringements to residents in the areas surrounding Monash University who continue to do the wrong thing.

For more info: ☎ 9518 3555

✉ WasteServicesAdmin@monash.vic.gov.au





MONASH Open Gardens

Sat 9 November, 10am-4pm

Following last year's phenomenal success, the second Monash Open Gardens day to celebrate the great gardens in Monash will be held in November. Eight varied and interesting gardens (including some new ones) will be open to the public to visit across the day. Waverley Garden Club, supported by Monash Council, is coordinating the event. Free entry, no booking required.



To find out more about each garden and how to get there:

www.monash.vic.gov.au/monash-open-gardens

BE CONNECTED: Digital Literacy Classes for Seniors

3-31 October

Join us for free and fun technology classes in the library, with classes on computers and staying safe online, getting to know your PC, introduction to email and much more! We recommend that you attend all five sessions of the course but you can book individual sessions if preferred.

[Clayton Library](#)
9-15 Cooke Street, Clayton

Bookings essential:
9541 3120
www.monlib.vic.gov.au/beconnected

MONASH Women's Business Network Lunch

Mon 21 October
12.30pm-2.30pm

Come and be inspired by social innovator, and highly successful business woman and World Vision Australia CEO, Claire Rogers. She will share her story including the move from a role as head of ANZ Australia's digital banking, to now leading the high-profile Non-Governmental Organisation (NGO). Local secondary school pupils are invited as guests to mix with attendees to gain an understanding into business. Their insights have inspired the audiences as they consider and share how they see their future. Tickets \$60.



ARTIST TALK: Bill Henson & MGA at The Glen

Thurs 26
September
6pm

Australian photographer Bill Henson returns to Glen Waverley with a free talk at The Glen.

Join Bill Henson for a Q&A as he explores his images taken of Glen Waverley. You can view the full exhibition at Monash Gallery of Art, 860 Ferntree Gully Road, Wheelers Hill until 29 September.

[The Glen Shopping Centre](#),
235 Springvale Road, Glen Waverley

Bookings essential, for more info:
www.theglen.com.au



Bill HENSON **Untitled 73** 1985-86 from the series *Untitled 1985-86* courtesy of the artist, Tolarno Galleries (Melbourne) and Roslyn Oxley9 Gallery (Sydney)



[Riversdale Golf Club](#), Cnr Huntingdale & High Street Roads, Mount Waverley

For more info and to book: 9518 3097
monashwhatglasseiling.eventbrite.com.au